



Certificate II in Retail Services (SIR20216)

Certificate II of Retail Services is a specialised course for entry level sales assistants.

If you want to work in a retail sales and service environment at a junior level, this course covers how to: communicate effectively, perform stock control and point-of-sale procedures, apply safe working practices, how to minimise theft and operate retail technology.

Course Description

This nationally accredited course is for people who work in a range of positions in retail sales, customer service, administration and sales assistant.

They will learn how to communicate effectively with colleagues and customers, apply safe working practices and perform stock controls and point of sale procedures.

The units of study also cover on how to minimise theft, operate retail technology and organise and maintain work areas.

Who is the course suited to?

Staff who work in a front of store retail sales and service environment at a junior level.

Why study this course?

- To gain knowledge and tools to work effectively in a retail environment.
- To gain the skills to respond to and advise customers on general retail products.

Benefits to you and your pharmacy

This qualification will provide training and skills in all areas of entry-level retail employment for your new or junior staff. Skills covered include customer service, advising customers, and an insight into the global world of sales with online shopping. The Certificate II in Retail Services also develops training on how to merchandise, market, sell, and control stock.

Our Staff

Our staff are highly qualified industry specialists, with current experience and industry connections. Our staff are dedicated to providing flexible and customised training solutions that are relevant to your business and staff needs, and are committed to delivering training that reflects the skills essential to work within the Community Pharmacy industry.

Delivery

On-the-job: With you, we will negotiate and plan on-the-job training and delivery, customised to meet your business needs. We will provide flexible delivery options that develop the specific skills and knowledge your business requires, ensuring your staff are equipped with practical industry relevant skills.

Fees and Charges

\$1,425*

Recognition of Prior Learning (RPL) is available for all qualifications, the RPL process acknowledges the skills and competencies gained from work experience, prior training and life experiences.

Government funding may be available for training your staff in NSW or QLD. Find information about apprenticeships and traineeships here:

QLD: www.training.qld.gov.au/apprenticeshipsinfo/apprentices/become

NSW: www.australianapprenticeships.gov.au/employer-incentive

Get in touch for more information about RPL, trainee and apprenticeships and government funding.



Certificate II in Retail Services (SIR20216)

Course Completion

Core Units

SIRXCEG001	Engage the customer
SIRXCOM001	Communicate in the workplace to support team and customer outcomes
SIRXIND001	Work effectively in a service environment
SIRXIND003	Organise personal work requirements
SIRXPDK001	Advise on products and services
SIRXRSK001	Identify and respond to security risks
SIRXWHS002	Contribute to workplace health and safety

Elective Units

Elective units can be arranged with the individual learner and their workplace.

TAFE Pharmacy College

Call 02 6659 3029

www.tafepharmacy.com.au

* March 2017 - subject to change.

RTO: 90010. For the most up-to-date information on courses, fees, recognition of prior learning, student support services, student rights and responsibilities and Department of Education and Communities Code of Conduct please visit www.tafepharmacy.com.au or call 02 6659 3029.